



Lincombe Hall Hotel & Spa  
*Guest Directory*

Dear Guest,

On behalf of the team, I would like to take this opportunity to welcome you to Lincombe Hall Hotel & Spa and the English Riviera.

I hope you enjoy your stay with us and are able to make the most of our award-winning facilities.

I hope any questions or queries are answered within this directory, however, should you need assistance, please do speak with a member of the team by dialling '0' from your room phone. There is always a member of staff onsite.

Between 11pm – 7am, the Night Porter can be contacted on 07543 693824.

Kindest regards,

A handwritten signature in black ink that reads "Peter Watkins". The signature is written in a cursive style with a large initial "P".

Peter Watkins  
*General Manager*

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## **Useful Information**

### **WIFI Access**

Name: Lincombe Guest

Password: Hotelguest

### **Telephone**

To call another guest room, dial '2' + room number

For example to call room 5, dial '205' or to call room 42 dial '242'.

For external calls, you simply need to dial '9' prior to dialling the required telephone number in full. To contact the emergency services, you will need to dial '9999'. Please bear in mind the additional '9' to gain an outside line.

Use of the telephone is free for internal, local and national numbers.

### **Air-Conditioning**

All bedrooms are fully air-conditioned and can operate as a heater too if required. The control can be found on the wall in your bedroom and instructions on the desk in your bedroom and also in this directory.

### **Taxi Service**

Reception can order a taxi on your behalf. Alternatively you can call Torbay Cabs direct on 01803 292 292. A taxi to or from the harbour costs between £5 to £6 each way.

We strongly advise pre-booking your taxi with plenty of time to avoid disappointment, this is especially encouraged on weekends and rainy days.

If you're booking a taxi to Torquay Train Station, taxi companies will request you allow a minimum of 30 minutes before your train time to ensure you arrive on time.

# Important Information

## Fire Safety

Fire alarm testing occurs every Monday at 10.30am. The alarm test will only sound for a short period depending on the test, should it continue, this is not a test and you should leave the building by the nearest fire exit.

No naked flames/candles of any description are allowed in the bedrooms or bathrooms as they cause an increase in fire risk and could set off our fire alarm system.

If you have difficulty hearing or may require special assistance in the event of an emergency, please advise Reception as soon as possible after your arrival.

## Safety and Security

For your personal safety, please ensure that all doors and windows are locked when leaving your room. The hotel cannot be held responsible for any personal items lost or stolen. If you see anyone/anything suspicious, please contact a member of staff immediately.

## Emergency Services

To contact the emergency services, you will need to dial '9'-999. Please bear in mind the additional '9' to gain an outside line.

## Chemist

The nearest is Torwood Street Pharmacy.

Torwood St, Torquay TQ1 1ED

Phone: 01803 292458

## Doctors Surgery

The nearest is Parkhill Surgery.

Parkhill Rd, Torquay TQ1 2AR

Phone: 01803 212489

## Hospital

The nearest hospital is Torbay Hospital.

Newton Rd, Torquay TQ2 7AA

Phone: 01803 614567

## **Hotel Facilities**

### **Breakfast**

We offer a continental breakfast buffet as well as freshly cooked breakfast to order.

Breakfast times are as follows:

*7am to 10am - Monday to Friday*

*7:30am to 10:30am - Saturday and Sunday*

Haven't got breakfast included with your stay? No worries, you're more than welcome to join us, breakfast is charged at £15 per person. This can be added to your account (should you have opted to open one) or paid at the time.

You're more than welcome to enjoy breakfast in your rooms if you'd prefer. You'll find room service breakfast cards available in your bedroom. Once the cards are completed, you can either return to Reception or hang outside your bedroom door no later than 12.30am.

This is charged at £7.50 per person.

### **Brasserie**

Our Brasserie is open daily from 12pm to 9pm. Please note our last sitting is 9pm, last orders at 9.15pm. We always advise pre-booking to avoid disappointment. Should you wish to reserve a table, please see reception.

You'll find the Bar located within the Brasserie. This is available for hotel guests 24/7.

### **Night Menu**

We offer a limited room service menu which is available from 9pm to 7am. Should you wish to order something, please see reception for the menu. Please note, there is £5 tray charge and 10% service charge.

## **Heated Outdoor Pool and Jacuzzi**

Our outdoor facilities are open from May to September (weather dependent). Guests can use the grey towels provided in the room when using the outdoor facilities. It is open from 8am to 8pm.

To conserve energy and heat, on cooler days we keep the covers on during the opening times. Should you wish to use it, please speak to reception. Hotel guests have full access to these facilities during their stay.

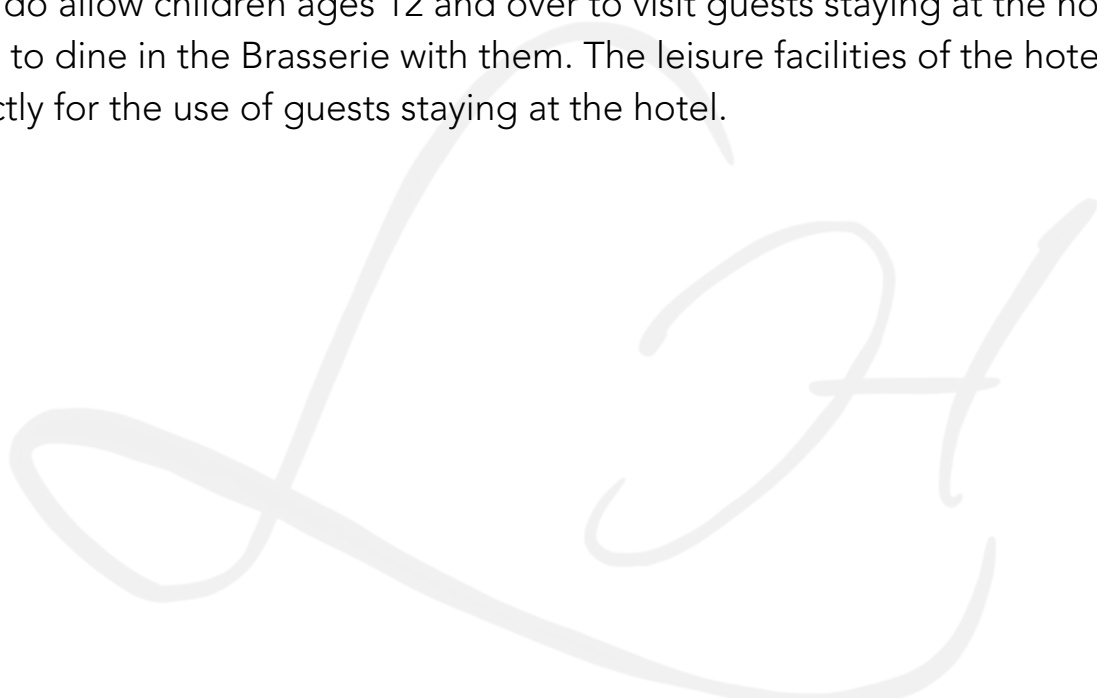
You can access the outdoor pool via the double doors at main reception or Brasserie.

All guests swim at their own risk and there is no lifeguard on duty. For your own safety please observe all pool and Jacuzzi rules.

## **Exclusively for Adults**

Lincombe Hall Hotel & Spa is 'Exclusively for Adults' which means that all guests staying overnight at the hotel must be 16 years of age or older.

We do allow children ages 12 and over to visit guests staying at the hotel and to dine in the Brasserie with them. The leisure facilities of the hotel are strictly for the use of guests staying at the hotel.



# Lincombe Spa

## Use of the Spa and Spa Attire

Spa access from check-in to check-out is available for all hotel guests as part of your stay. You'll find robes, grey spa towels and flip flops in your room which are for your use throughout the duration of your stay. On departure, please leave these items in the room.

Should you require a larger sized robe or smaller pair of flip-flops than the ones provided, please contact reception. We offer robes in XXL, XXXL, XXXXL (subject to availability).

Guests are more than welcome to wear their robe and flip-flops through the hotel to get to spa. Don't forget to bring your grey spa towel with you, as towels are not provided at the spa.

Lockers are available in the changing rooms, feel free to help yourself to any with a key hanging in the door.

We ask all guests to read our Spa Etiquette board at the start of the spa before using the facilities.

## The Facilities

Our spa facilities include an Ice Room, Aromatherapy Steam Room, Scandinavian Sauna, Himalayan Salt Room, Lap Pool, 10 Station Hydrotherapy Pool, Bucket Shower and Loungers.

The spa is open from 7am to 9pm, Tuesday to Sunday and from 11am on Mondays. We open later on Mondays to allow for deep cleaning and maintenance.

You're more than welcome to order drinks to the spa. These can either be added to account or paid at the time of ordering via the QR code found on the menus.



## **The Gym**

There is a fully-equipped gym available for guests to use during their stay (check-in to check-out). It includes a range of fitness equipment for toning, resistance training and cardio.

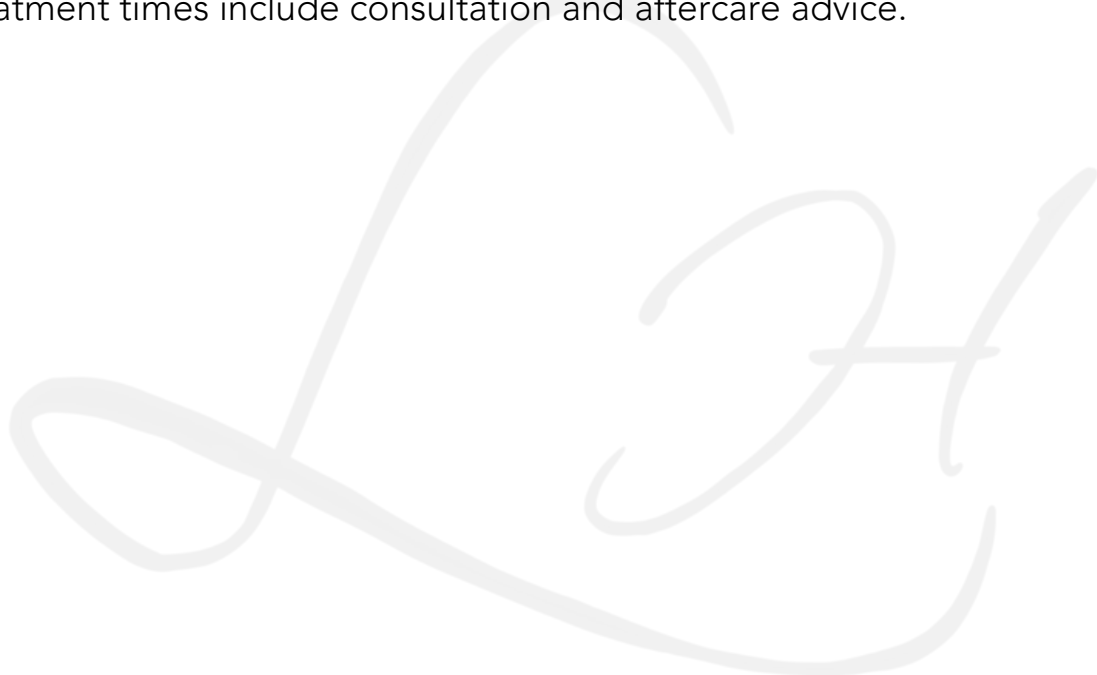
The gym is open from 7am to 9pm, Tuesday to Sunday and from 11am on Mondays. We open later on Mondays to allow for deep cleaning and maintenance.

## **Treatments**

All residents receive 20% spa treatments. We always advise to pre-book treatments to avoid disappointment. To view our treatments, please click [here](#).

If you have a treatment booked, we recommend heading to spa reception at least 10 minutes before your appointment as you'll be asked to fill out a consultation card. Your therapist will introduce themselves and take you to the treatment room.

Please note that if you are late this may result a reduction in the duration of your treatment. In this event there will be no deduction in the price charged. Treatment times include consultation and aftercare advice.



## **Hotel Services and General Information**

### **Check Out**

Check out time is 11am. We do offer later check-outs, subject to availability.  
*12pm - £20, 1pm - £30*

To arrange, please see reception. If you are to check-out after 1pm, the full nightly rate will be charged.

### **Accounts**

To transfer food and drink to your room, you'll be required to open an account by pre-authorising £100 on a bank card. This holds £100 on your card until the final balance is paid on departure. All accounts should be settled on departure.

Please note, we do not accept American Express within the hotel. Should you wish to pay your balance with cash, please be aware we don't have a cash float for change and we don't accept £50 notes.

### **Housekeeping Service**

Our housekeeping team will service bedrooms for those staying 2 nights or longer. If you do not require your room to be cleaned, please leave the 'Do Not Disturb' sign on the outside of your door. Alternatively, you can inform a member of reception.

### **Blankets and Pillows**

All our beds are supplied with 10.5 tog duvets suitable for summer and winter use.

Any additional bedding requirements including additional pillows, can be arranged by contacting Reception who will be happy to assist.

Our bedrooms are routinely supplied with high quality goose down & feather pillows. Should you prefer a microfiber hypoallergenic pillow, these are available on request from Reception.

### **Tea and Coffee Tray**

Each room is provided with sachets of tea, coffee, decaffeinated coffee, hot chocolate, full fat milk, semi skimmed milk, a selection of sugar/sweeteners and biscuits. Fresh milk and milk alternatives can be obtained from the bar.

A selection of fruit teas are also available from Reception. Should you require replenishment of any items, please do not hesitate to ask.

### **Bottled Water**

Bottled filtered water is provided in your room, replenished daily by housekeeping during room service.

There are filtered water taps on the Brasserie bar if you'd like to refill your bottles throughout the day. Bottles are sterilised and reused daily. Glass bottles are not permitted in the Spa and Gardens.

### **Hairdryers**

Hair dryers are located in your room, either in your dressing table or bedside drawer.

### **Iron and Ironing Board**

We can deliver an iron and ironing board to your room, please dial '0' for Reception.

Please inform Reception when you have finished using it so that it is available for other guests.

### **Toiletries**

You will find a range of Temple Spa products in your bathroom including shower gel, shampoo, hair conditioner, hand wash and lotion.

These can be purchased at Reception or if you wish to take the toiletries in the bedroom these will be charged at £25 per item.

## **Television**

If there appears to be no power supply to the TV (red light not illuminated) please check the socket is switched on and the secondary rocker switch on the rear of the TV is on.

Should you lose your picture or it appears to have detuned itself, please in the first instance press 'Source' on your remote control, use the remote control to scroll to Freeview and press OK. This should restore the picture. If problems still persist, please contact Reception.

## **Air-Conditioning**

All bedrooms are fully air-conditioned and can operate as a heater if required. The control can be found on the wall in your bedroom and instructions on the desk in your bedroom.

## **Valuables**

Please note that the hotel cannot accept responsibility for valuables left in your room.

## **Wake Up Calls**

Wake up calls can be arranged with Reception by dialling '0' from your telephone.

## **Lost Property**

We operate a lost property system, please contact Reception should you mislay an item and we will do our utmost to locate it. A charge is made to cover the postage.

## **Luggage**

If you require assistance with your luggage or luggage storage please contact Reception.

## **Messages**

Messages received whilst you are out will be retained at Reception and delivered to you on your return.

## **Post**

Incoming post can be collected from Reception. Outgoing post can be left with Reception who will arrange for it to be posted.

## **Car parking**

We have two car parks available. For those who book direct, parking is complimentary. If you book via a travel agent, parking is charged at £15 per night. Guests are reminded to input their car registration details on the tablet at reception as this is operated on an ANPR system.

Please ensure your vehicle is locked and valuables removed as we regret, we cannot accept responsibility for loss of property or damage to your vehicle whilst on our premises.

## **Wing Building Entrance**

The entrance door to the Wing is open between 7am and 11pm by using your bedroom access card on the small black box to the left of the entrance door.

After this time access is through the main hotel entrance. During the early hours the main front door (revolving door) may be locked for security purposes, please press the bell and wait for the Night Manager to provide access. Alternatively, you can contact the Night Manager on 07543 693824.

## **Room Key**

Your bedroom door should automatically lock behind you when you exit the room. For extra security at night the lock includes a thumb-turn double lock system.

If you lock your key in your bedroom, please see Reception who will open your room for you or issue a new key.

## **Photocopying**

Our Reception team will be pleased to assist in photocopying documents. Charges for photocopying are 5p per page black and white and 10p per page colour.

## **Smoking**

The Lincombe Hall Hotel & Spa is a non-smoking hotel; this includes all public areas, corridors, bedrooms, bathrooms and private patios. The non-smoking policy also includes the use of electronic cigarettes and vaporisers.

If anyone is found to have been smoking in their room, a £100 room clean/deep clean charge will be applied to your account.

There are two smoking areas available for guests to use; outside the main entrance of the hotel and outside the main entrance door of the wing building.

## **Staff Gratuities**

We have a staff gratuities box at Reception if you would like to leave a tip for staff. We are also able to process tips through card payments. All gratuities are split evenly and equally amongst all team members.

This is dispersed through payroll on a monthly basis and in accordance with UK Hospitality guidelines. Staff are unable to accept drinks purchased for them.

## Local Attractions

### **Meadfoot Beach**

Our nearest beach, just a 10-minute walk away.

Torquay, Devon, TQ1 2ELF

### **Torre Abbey Sands Beach**

A 20-minute walk away.

Torquay, Devon, TQ2 6NE

### **Torquay Museum**

Torquay Museum's aim is to safeguard, collect and preserve objects relating to Torbay's natural environment and cultural and historic heritage. To present them in an accessible and relevant form as a source of inspiration, enjoyment and learning for everyone. The Torquay Natural History Society was founded in 1844 and has been located at its current premises since 1874.

A 10-minute walk away.

Torquay Museum, 529 Babbacombe Road, Torquay, Devon, TQ1 1HG

### **Princess Theatre**

The Princess Theatre is South Devon's largest regional theatre, showcasing the best West End and touring productions from across the UK.

A 15-minute walk away.

Torbay Rd, Torquay TQ2 5EZ

### **Torre Abbey**

Est. in 1196, Torre Abbey is a museum of history and art housed in an Ancient Scheduled Monument on the beautiful South Devon coast.

A 30-minute walk away.

The King's Drive, Torquay TQ2 5JE

### **Cockington Country Park**

A beautiful mix of picturesque well-ordered garden landscapes, open parkland, rural countryside and substantial woodland. Situated in the quintessentially English village, Cockington.

A 9-minute drive, a 54-minute walk.  
Cockington Lane, Torquay TQ2 6XA

### **Kents Cavern Prehistoric Caves**

Kents Cavern is a cave system in Torquay, Devon, England. It is notable both for its archaeological and geological features. The cave system is open to the public and has been a geological Site of Special Scientific Interest since 1952 and a Scheduled Ancient Monument since 1957.

A 5-minute drive, A 25-minute uphill walk  
91 Ilsham Rd, Torquay TQ1 2JF

### **Paignton Zoo**

Paignton Zoo developed from the private menagerie of eccentric millionaire Herbert Whitley, to become one of the country's top zoos today.

The zoo first opened to the public in 1923 – its remits of conservation, scientific research and education are rooted in these early years. Herbert strongly believed that the zoo should be a place of learning, not just recreation.

A 17-minute drive  
Totnes Rd, Paignton TQ4 7EU

